

PLEASE READ – IMPORTANT INFORMATION

Questions & Answers about the price increase from Epson

1. Question: Why do I receive a modified order confirmation?

Answer: You are receiving an amended order confirmation because Epson will increase the prices of hardware products (except ColorWorks products) by 2% and of supplies by 2% on the 1st of April 2023. Therefore, all orders and deliveries will be invoiced according to the new price list from that day on.

2. Question: Why are prices being increased for my orders that Jarltech has already confirmed?

Answer: Prices for confirmed orders are increasing on the 1st of April 2023 because Epson will increase prices on all hardware products (except ColorWorks products) by 2% and on all supplies by 2% on that day. All open orders that have not shipped by the 31st of March 2023 will also be affected by the new calculation (exceptions: valid Epson project prices).

3. Question: Is this action by Epson legal?

Answer: You do not have to accept this amended order confirmation. You may object to this order confirmation immediately. In this case, we will cancel your order with us, and of course you will not incur any costs. However, if we do not receive an objection from you, we will process your order as confirmed.

4. Question: Will my project prices remain valid?

Answer: All existing projects are currently under review by Epson. Please check the validity and duration of your project prices. For any questions, please contact your Jarltech or Epson representative.

If you have any questions, your sales representative will be happy to help.